

Abstract

Based on the results of a survey on the COMIC application, which was conducted on 33 users with an age range of 20-40 years. There is data, that the User Interface of this application is very irrelevant to the millennial generation. There are several difficulties experienced by millennial employees in using the COMIC application so that there is no match between the needs of the user and the application. The method used in this research is User-Centered Design (UCD). Through this method, the UI/UX in the COMIC application can be redesigned, by positioning millennial employees at Telkom Corporate as the center of research objects in conforming to their needs. This research has specific objectives, namely: eliciting (generating UML artifacts in the form of Requirement Statements, and making Usecase Diagrams), improvements coach booking flow through Usecase Diagram modeling supported by the mockup design, and measuring user suitability through Usability Testing. The results of this study are UI development references in the form of Requirement Statements, namely Functional Requirements, improvement of the coach booking flow through Usecase diagrams which have 3 actors and 8 usecases, Re-design mockup, and usability testing measurements that produce each category, namely Effectiveness = 97%, Efficient = 93%, and Satisfaction = 84,5%. The measurement of these 3 aspects is above average and this application has achieved a conformity between the user and the application.

Keywords— User Interface, Elicitation, Requirement Statement, Usecase Diagram, User-Centered Design, Usability Testing.